



BMHP3003 – Care in Communication

Student Name: Redia Ndenaove Murem

Student Number: 2504805

Instructions to Students

You have 45 minutes to complete this paper.

Write clearly and concisely.

Answer all questions in the spaces provided.

Marks will be awarded for understanding, clarity, and application of counselling theory and skills.

If you include literature to support your answers, provide the citation within your response and list the full reference at the end of the paper on the page provided.

Section A – Paraphrasing

1. Which of the following best describes paraphrasing in a counselling context? (1 mark)

*(Multiple Choice – circle **one** correct answer)*

- ☒ A. Repeating the client's exact words to show attentiveness
- ☐ B. Offering an interpretation of the client's unconscious feelings
- ☐ C. Restating the client's message in your own words to show understanding
- ☐ D. Summarising the whole session at the end

2. Explain two reasons why using paraphrasing skills in a health care worker-patient relationship is part of effective communication. (3 marks)

(Write around 2–4 sentences and include a citation)

Where we are using a paraphrasing
skills in health care with patient
to explain and describe what
is the problem with patient
or what a patient has said
earlier.

To use paraphrasing skills is
very important for patient and
others to see or to understand
whether their on the same page.

3. Write out a counsellor's paraphrasing response to this client statement: (2marks)

Client: "I feel like no matter what I do, my boss always finds fault. It's exhausting trying to please her."

I feel unhappy no matter what
I try to something work with
my boss ~~he~~ she always finds it
difficult with me I try to please
her but nothing work out.
I will ~~try~~ keep trying.

Section B - Summarising

4. When is summarising most appropriately used? (1 mark)

(Multiple Choice – circle one correct answer)

- ☒ A. Only at the end of the final session
- B. After silence
- C. At key transition points and to close a session
- D. Whenever unsure what to say

5. Explain two differences between paraphrasing and summarising counselling skills: (3 marks)

(Write around 2-4 sentences and include a citation)

① paraphrasing is the mean of

② explain and describe what the
patient said and you can change
in your own words.

Summarising = is to look back
what a patient says and
you have to make sure you
summarise it exactly what
the patient says. Then from
there you have to ask the patient
an open question to make sure
that everything is correct.

6. Write out a summarising statement - include the patient's feelings, thoughts and content to this scenario: - (4 marks)

"Mrs. Jones had a stroke six weeks ago and has been in her house ever since. Mrs. Jones tells you that she feels isolated and lonely since having the stroke and that she is unable to leave the house alone. Even though

her GP has told her that her medication is at the correct dose, and she should feel fine, Mrs. Jones worries that she may feel dizzy walking on her own out of the house and may fall. She would like to have support in leaving the house and would like to attend a stroke support group.

Hi Mrs Jones you said you have
a stroke six ~~of~~ week ago since
then you have been in your
house is that correct Jones
reply yes is correct, you also
feel isolated and lonely since
you have been have ~~h~~ this stroke
and you said you are unable to
leave in ~~the~~ house alone, The you said
the GP also give you the correct dose.
~~you~~ said you have been worries that you
may feel dizzy or walk on you own you may feel
down. Jones you said you will like a support in
leaving in the house with you and you said you
will like to attend support group too.

Section C - Questioning Techniques (1 mark)

7. Which question encourages exploration?

(Multiple Choice - circle one correct answer)

- ☒ A. Closed
- ☐ B. Leading

C. Open

8. Describe the difference between a closed and open-ended question used in counselling. (3 marks)

(Write around 2-4 sentences and include a citation)

Open-ended question is when someone ask you a question need an quick answer whether yes or no.

Closed the Close question is when someone asked you but he/she still need more explanation on that
example: What do you want to do in ~~the~~ future and (Why)

9. Write a clarifying question to help the counsellor strengthen the understanding of the client's statement: (1mark)

"I've just had enough of everything; I don't even know what I want anymore."

① what do you mean you had
enough of everything and
you don't not know what
you want anymore

Section D – Attending Skills (5marks)

10. Write out what SOLER stands for:

Solution

Operation

Learning

Earning

Resolution

Interpersonal communication is the exchange of information, feelings and meaning between 2 or more people through verbal and nonverbal communication.

11. List 2 ways that verbal communication can take place between a health care practitioner and patient. (2 marks)

eye contact

body language

12. List 1 way that written communication can take place between a health care practitioner and patient. (1 mark)

Empathy

Section E – Reflecting Feelings (1mark)

13. Reflection in counselling primarily aims to:

(Multiple Choice – circle one correct answer)

- A. Advise the client on what to do next
- B. Repeat the client's exact words
- ☒ C. Show understanding by repeating back to the client's feelings
- D. Interpret the client's unconscious motives

14. Which of the following best represents a reflection of feeling?
(1mark)

(Multiple Choice – circle ONE correct answer)

- ☒ A. "It sounds like you're angry because your friend ignored you."
- B. "Why did your friend ignore you?"
- C. "Your friend ignored you."
- D. "That's not a big deal if someone ignores you."

15. Which ONE of the following is not an example of a feeling word?
(1mark)

(Multiple Choice – circle one correct answer)

- A. Sad
- ~~B. Confused~~
- C. Comfortable
- D. Explaining

16. Draw a line connecting each client statement to the corresponding feeling word. (4marks)

Client Statements	Feeling Words
"I can't stop crying since it happened."	A. Angry
"I finally stood up for myself."	B. Relieved
"I don't see the point in trying anymore."	C. Sad
"I've been sleeping better since we talked."	D. Proud

Section F – Effective communication

17. Which of the following factors may act as a barrier to a health care worker demonstrating unconditional positive regard towards a patient? (3marks)

(Multiple choice - Select the **THREE** correct answers)

- ☒ A. Personal biases or judgements about the patient's behaviour
- ☒ B. Maintaining professional boundaries
- ☒ C. Burn out or emotional fatigue
- D. Cultural misunderstandings between worker and patient
- E. Active listening skills

18. Which of the following are potential benefits for health care workers when they use person-centered skills in their practice

(Multiple choice- Select the **Three** correct answers (3marks))

- ☒ A. Improved therapeutic relationships with patients.
- B. Reduce professional boundaries with clients
- ☒ C. Increased job satisfaction and professional fulfillment
- ☒ D. Greater understanding of patients' experiences and needs
- E. Avoidance of emotional involvement with patients.

End of Paper

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

She says we don't need Reference.